This report was created for, and to address the concerns of, the CEO of BIA Incorporated. We provide detail about the company’s operations across all 10 Offices. We believe based upon the metrics we used that the Wagga Wagga office is the best performing with $1,807,157.30 in revenue and that the Wollongong Office is the worst performing with $891,871.68 in revenue. Wollongong is the primary candidate for closure if a branch needs to be closed. If Wollongong is exempt, then we would recommend the Dubbo Office be closed. The worst performing item across the whole store is the ‘Drill Bit (6mm)’ with a sales count of 19,481. For further details please view the conclusion and recommendations section.